

# news Spot.lights

## Moving and Lifting

The Moving and Lifting course (part of the Health & Safety Compliance Series) is being re-written to allow organizations the opportunity to educate their employees on patient (or resident) moving and lifting and the appropriate use of mechanical aids and assistive devices. These lessons may be removed from the course if not applicable to the organization. This course also includes the new features highlighted in the May 2008 newsletter such as additional student controls.

The revised course will be available this fall. Contact careLearning technical support at 866.617.3904 to register your employees for the course or you may wait until your next renewal date.

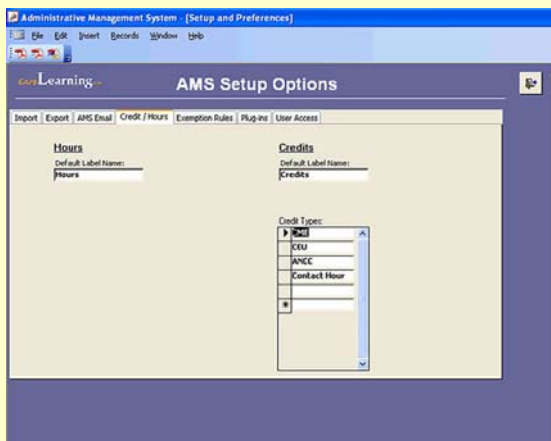
## Continuing Education Tracking

You have the option in the AMS to track continuing education for both online courses and live events. We will focus on setting up the courses for tracking in this issue, and stay tuned next month for a discussion on events.

### Step 1

If this is your first time inputting any type of continuing education into the AMS, the first step will be to customize what type of credit is going to be tracked:

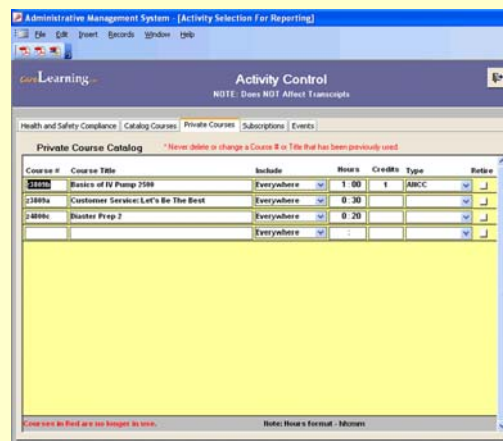
- Open the AMS.
- Click on "Set Up/Preferences"
- Click "System Set-up Options"
- Click the "Credit/Hours" tab
- Customize the label names to match what your organization uses to refer to continuing education units. Then, populate the list of credit types you will be tracking.



### Step 2

Assign the continuing education unit amounts to your online courses:

- Return to the "Set Up/Preferences" Menu
- Click "Activity Control - Activate/Retire"
- Choose the course type from the tabs at the top (Health and Safety, Catalog, Private, etc)
- Enter the hours and credits and choose the type. Note: If you customized those labels in the previous step, it will not affect the display here. You will see the customized labels in your reports.



## Customer Service Courses

Raise the bar of customer service within your organization from good to great. Let *careLearning* help with the following courses.

- ✓ Preparing to be Outstanding
- ✓ Sales through Service Skills
- ✓ Complaints and Angry Customers
- ✓ Demanding Customers



The cost is \$120 per person for a subscription that includes the 4 courses listed. Courses cost \$50 per person if purchased individually. The cost provides access for one full year from registration. Group discounts are available. For more information contact your state hospital association.

For more information about the subscription or about a specific course, go to [www.carelearning.com](http://www.carelearning.com) and click on Course Catalog. Click on "Human Resources" and scroll to the desired course or subscription. To request a free 30-day trial, contact: Abby Radcliffe, 217-541-1178, [aradcliffe@ihastaff.org](mailto:aradcliffe@ihastaff.org) or Debbie Leonard, 630-276-5440, [dleonard@ihastaff.org](mailto:dleonard@ihastaff.org).

## careLearning Webinars

*careLearning* webinars are a cost-effective way to provide education to your employees. Webinars are interactive presentations that use the Internet and telephone conferencing lines. Organizations pay only one fee "per telephone line".

### Upcoming Webinars:

▪ OB Legal Issues in Your Hospital in 2008 – Part 1	August 5, 2008	1-3pm EST
▪ Staffing – Filling in the Holes	August 7, 2008	1-2pm EST
▪ OB Legal Issues in Your Hospital in 2008 – Part 2	August 12, 2008	1-3pm EST
▪ Conducting DRG Audits	August 13, 2008	11-1pm EST
▪ Utilization Management: The Foundation of Case Management	August 14, 2008	11:30-1:30pm EST
▪ Charge Master: Supply Categorization	August 14, 2008	12-2pm EST
▪ Basic UB-04 Claim Form	August 15, 2008	11-1pm EST
▪ OB Legal Issues in Your Hospital in 2008 – Part 3	August 19, 2008	1-3pm EST
▪ Radiology Coding and Documentation Best Practices	August 19, 2008	2-3:30pm EST

Go to [www.carelearning.com](http://www.carelearning.com) and click "Webinars" for more information.